



New Hampshire Veterans Home

Tilton, New Hampshire

Est. 1890

For those who served

Annual Report: Fiscal Year Ended June 30, 2008

October 2008

Pursuant to RSA 119:13

*Committed to providing meaningful, quality of life care
for veterans of past, present and future generations*

New Hampshire Veterans Home – Annual Report

for Fiscal Year Ended June 30, 2008

“Residents don’t live in our facility; we work in their home.”

Table of Contents

	Page
Management	3
The Year in Review	4
Quality of Life	5
Organizational Chart	6
Personnel Data	7
Physical Plant and Property Appraisal	8
Operating Budget FY 2008	9
Projected Operating Budget FY 2009	10
Resident and Admissions Statistics	11
Major Accomplishments	12
Priorities	13
About the New Hampshire Veterans Home	14

Front cover Photo by NHVH Resident Phil Walton

State of New Hampshire



GOVERNOR

John H. Lynch

EXECUTIVE COUNCIL

Raymond S. Burton

Debora Pignatelli

Beverly A. Hollingworth

John D. Shea

Raymond J. Wiczorek

NH VETERANS HOME BOARD OF MANAGERS 2007-2008

John Calo

Charles H. Lewis

Donald R. Caron

Richard L. Murphy

Elizabeth Castricone

Junious Owens

Lawrence Johnson

Anthony J. Romano, Jr.



Robert Wyman

NH VETERANS HOME COMMANDANT

Barry E. Conway

The Year in Review: 2007-2008

The New Hampshire Veterans Home (NHVH) enjoyed another successful year of serving the long term care needs of Granite State veterans. From July 1, 2007 through June 30, 2008, we provided care for a total of 258 veterans who proudly served their country, state, and fellow citizens during World War II and the Korean and Vietnam Wars.

After many months, our \$3 million **Life Safety Upgrade** which includes HVAC upgrades, a new generator, new roof, fire alarm upgrades, a new nurse call bell system, and new energy-efficient doors and windows is nearly finished. We extend our heartfelt appreciation to the staff and residents who co-operatively lived through our “organized chaos” for the last 12 months, packing away belongings and being re-rooted, sharing offices, and learning new routes to dining and business services.

The opening of our “**Main Street**” was worth the wait! The Veterans Home store has expanded its hours as well as its offerings—including ice cream and NHVH logo clothing. We have added new computers to our library/media center, modernized our physical therapy equipment, and enlarged the chapel.

We have exponentially grown our **Therapeutic Recreation program** and continue to offer state-of-the-art experiences as evidenced with our “Wii” and “It’s Never 2 Late” programs. As a follow-up to Main Street, a committee of staff and residents was formed to review and recommend enhancements in the Town Hall/Great Room.

Our mission of providing the best long-term care to New Hampshire’s veterans with compassion, respect and dignity is something we take seriously every day, and as we learn more about the next generation of veterans we have begun to plan ahead to meet their needs. During 2007-2008 we worked with Oak Point Associates to create a **feasibility study** for a Therapeutic Pool and Wellness Center. With nearly 85% of our residents dependent on wheelchairs or walkers, we believe that a therapeutic pool would add tremendously to the quality of care as well as the quality of life of our residents.

We also formed a **Master Plan Committee** in January 2008 to address the anticipated needs of the next 20 to 25 years and have been meeting each month since then. We are conducting surveys of residents, staff, volunteers, family members, and colleagues throughout the state who are involved in veterans’ issues. We’ve

talked with architects and master planners and are reviewing data collected by the Department of Veterans Affairs. We hope to receive funding from the State of New Hampshire to formulate a Master Plan in partnership with a professional architectural firm.

Throughout 2007-2008 we provided opportunities for numerous **national political figures** to meet with our residents and staff in order to learn more about the candidates’ positions and to educate them about NHVH and promote the vital work of all State Veterans Homes throughout the country.

We created a **Crisis Communications Plan** and will be dovetailing its recommendations with the procedures already developed in our Disaster Management Plan.

We have continued to promote **employee health and well-being** through the Employee Wellness and the Employee Benefit Committees.

By investing in a full-time **Spiritual Care Coordinator**, we have been able to offer a comprehensive Spiritual Care program to our residents and staff, thus improving the quality of life for all.

The New Hampshire Veterans Home is a community of dedicated professionals and volunteers who work in partnership with family, friends, and community members to ensure that our veterans received meaningful, quality care.



Christine Garrity, Recreation Therapist I, and NHVH Resident Dave Clark enjoy playing a race car game on the Home's new “It’s Never 2 Late” computer system.

Quality of Life

Last year the New Hampshire Veterans Home (NHVH) was honored by the NH Department of Health and Human Services (DHHS) with a Quality of Life Award. Only four New Hampshire nursing homes received the award, which recognizes facilities that make outstanding efforts to engage in programming that enhances the lives of its residents.

Quality of Life and the demands of the culture change movement continue to challenge us! Like all long term care facilities, the New Hampshire Veterans Home is highly regulated. *Quality of Care* is measured by standards like accident prevention, medication administration, skin care (especially as it is related to pressure ulcers), infection control, nutrition, physical functioning, and many more. In fact, NHVH's quality of care "score" is determined by 158 standards.

On the other hand, *Quality of Life* is harder to measure, but can usually be determined by looking at a resident's face. According to Dr. Bill Thomas, creator of The Eden Alternative™ concept, aging should be a continued stage of development and growth, rather than a period of decline. Believing that loneliness, helplessness, and boredom are the most dangerous afflictions in long term care, the Eden Alternative and other similar culture change movements seek to remake the experience of aging.

As a nursing home works toward improving its *Quality of Life*, the idea is that a nursing home should be a habitat for human beings, not a sterile medical institution. Priorities include making the environment more homelike—including pets, plants, and visits by children--in the daily life of the Home.

In a traditional nursing home culture, the entire focus is placed upon the needs of the human body, not the human spirit. Studies have shown that in the *Quality of Life* culture, significant decreases in the overuse of medications and restraints have been noted. In addition, staff satisfaction and retention improve. Most importantly, this culture stresses that decisions belong with our residents, or as close to our residents as possible. The *Quality of Life* culture allows them, supported by their caregivers, to once again direct their own daily lives.

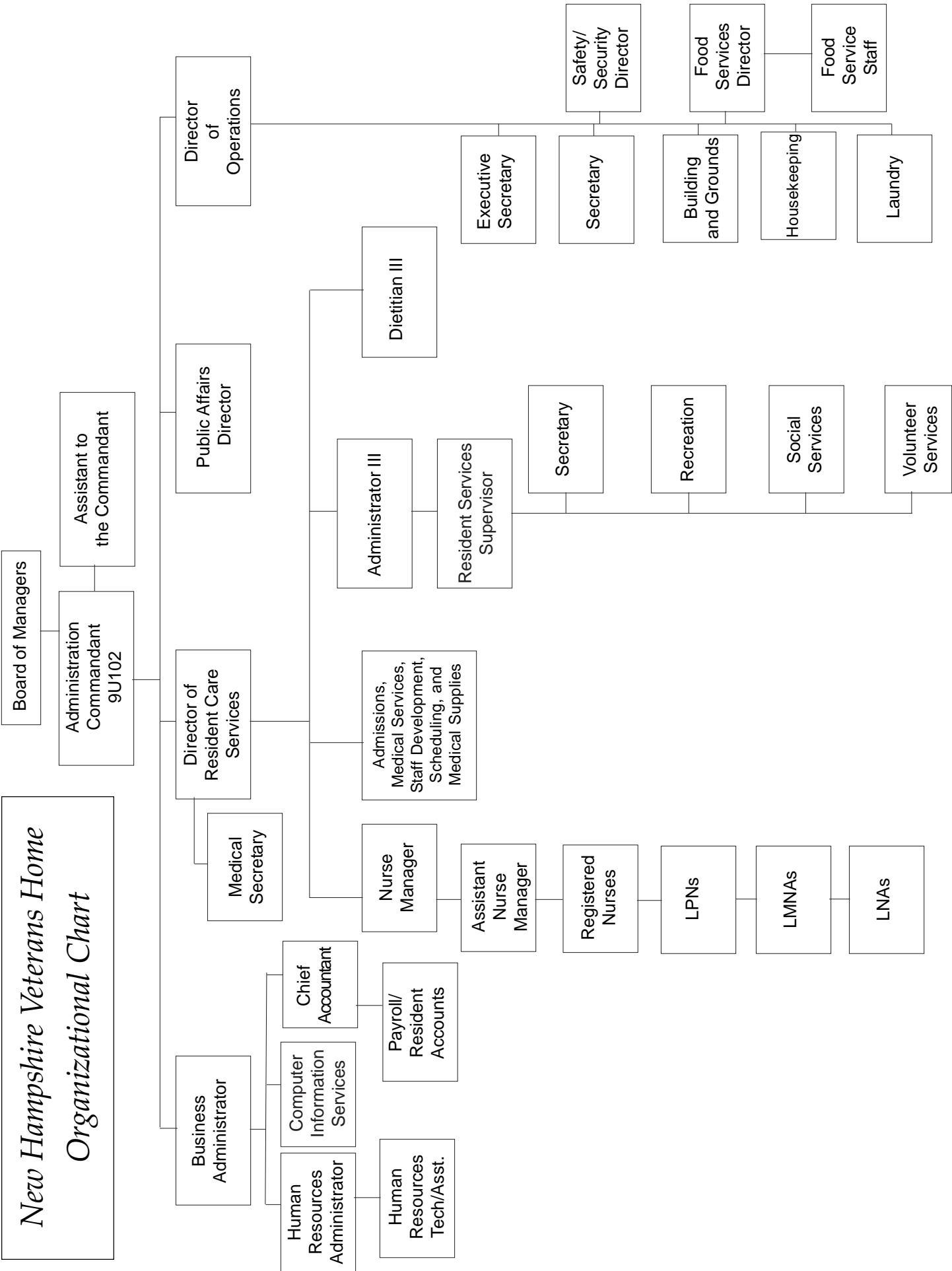


With over 158 standards to be accountable for, there is a natural tension between Quality of Life and Quality of Care. Our residents have chronic, complex medical diagnoses that require many medical interventions to effectively manage. One example is the administration of their medications. Med administration is time-consuming and often interferes with activities that residents hold dear. In the past, nursing has held quality of care standard as the driving force and most important priority. However, the culture change movement and the move to resident-focused care and choice are challenging these sacred nursing beliefs. According to Bill Thomas, "Medical treatment should be the servant of genuine human caring, never its master."

Resident choice is often difficult for both nursing staff and families to accept, particularly when the resident does not want to choose to follow the recommendations of a strict medical treatment plan. Refusing prescribed medications, oxygen therapy, or dietary modifications are good examples of the resident's right to choose—even when the resident has dementia. Our challenge here at the Veterans Home is to achieve the balance between Quality of Care and Quality of Life. We all need to come to understand that the resident who is actively engaged in life through meaningful relationships, interesting activities, and by being as self-directed as possible is feeling productive and content—and living life to the fullest.

New Hampshire Veterans Home

Organizational Chart



Personnel Data

Unclassified	1
Classified	331
Part-time	62

As of June 30, 2008, there were 394 staff members working at the New Hampshire Veterans Home.



The staff is composed of unclassified, classified and part-time employees who are dedicated to serving the needs of our resident veterans in the areas of medical, rehabilitative, nursing, and social services as well as recreation, dietary, housekeeping, maintenance and business.



Physical Plant and Property

Fiscal Year Ended June 30, 2008

Physical Plant 23,775,958

Equipment 244,739

Highways/Roads 95,000

Total Plant & Property **24,115,697**



New Hampshire Veterans Home Operating Budget FY 2008 - Actual

Revenue

Federal Funds	5,646,778
Agency Income	5,871,188
General Funds	11,600,307
Total Revenue	<u>23,118,273</u>

Expense

Personnel Services	12,165,003
Personnel - Commandant	93,866
Overtime	157,271
Holiday	338,232
Benefits	<u>5,747,639</u>
Sub-Total Personnel & Benefits	18,502,009
Supplies	714,256
Food	458,368
Rents	27,867
Utilities	589,776
Maintenance	39,626
Organizational Dues	1,673
OIT	80,118
Equipment	208,493
Audit Set Aside	7,852
Consultants	273,099
Own Force Maintenance	72,155
Contract Maintenance	83,522
Transfer to other state agency	9,200
Temporary Personnel	590,167
Travel - In State to Transport Clients	18,801
Travel - Out of State	6,916
Pharmacy	1,116,757
Workers Compensation	298,784
Unemployment	<u>18,834</u>
Sub-Total Other Expense	4,616,264

<u>Total Agency</u>	<u>23,118,273</u>
----------------------------	--------------------------

New Hampshire Veterans Home Operating Budget FY 2009 - Projected

Revenue

Federal Funds	7,293,834
Agency Income	8,426,025
General Funds	<u>11,292,175</u>
Total Revenue	<u>27,012,034</u>

Expense

Personnel Services	13,497,289
Personnel - Commandant	93,866
Overtime	169,126
Holiday	330,236
Benefits	<u>6,852,814</u>
Sub-Total Personnel & Benefits	20,943,331
Supplies	1,135,147
Food	547,500
Rents	28,234
Utilities	589,776
Maintenance	43,856
Organizational Dues	2,000
OIT	91,323
Equipment	320,000
Audit Set Aside	8,046
Consultants	300,000
Own Force Maintenance	78,301
Contract Maintenance	83,204
Transfer to other state agency	9,200
Temporary Personnel	675,553
Travel - In State to Transport Clients	17,584
Travel - Out of State	6,979
Pharmacy	1,978,000
Workers Compensation	140,000
Unemployment	<u>14,000</u>
Sub-Total Other Expense	6,068,703

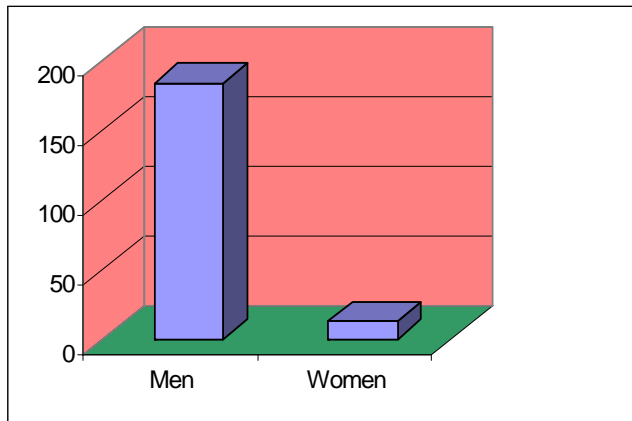
<u>Total Agency</u>	<u>27,012,034</u>
----------------------------	--------------------------

Resident and Admissions Statistics

July 1, 2007-June 30, 2008

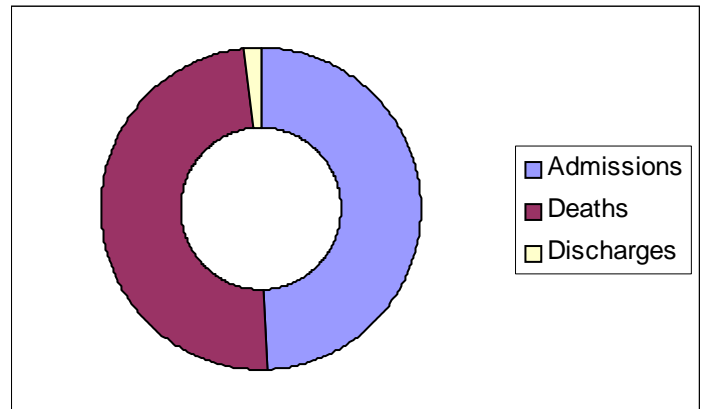
Resident Profile as of 6/30/2008:

185 men, 13 women



Admissions, 7/1/2007 - 6/30/2008

59 Admissions, 58 Deaths, and 2 Discharges.



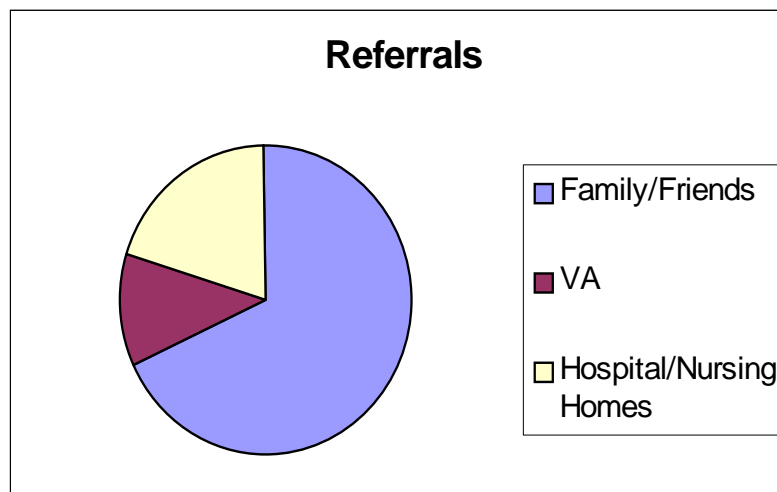
Inquiries, 7/1/2007 - 6/30/2008:

There were a total of 693 inquiries.

473 came from family/friends; 90 came from veterans; 52 came from nursing homes or hospitals; 62 came from private or state agencies; 11 came from the VA Hospital; 5 came from VA organizations.

59 Referrals, 7/1/2007 - 6/30/2008:

40 (68%) were referred by friends and family, 7 (12%) from the VA, and 12 (20%) from the Hospital & other nursing homes.



New Hampshire Veterans Home

Accomplishments 2007-2008

- We have nearly completed a \$3 million **Environmental Health and Safety Project** under the Veterans Administration State Home Construction Program. The Environmental Health and Safety Project includes providing climate control to all of the Home's residential units, a new roof, replacement windows, and an updated nurse call bell system for the Tarr North Unit.

- As a continuation of one of last year's initiatives, our **Palliative Care Committee** has been meeting regularly and promotes staff education, bereavement support, and the development of NHVH Palliative Care/Hospice Program and Standards. This year we contracted with Beacon Hospice to provide services at the Veterans Home. Their "Deep Harbor" program is specifically designed for end-stage dementia residents; they will be an adjunct to our program. The Palliative Care Committee felt that Beacon Hospice services would complement our philosophy regarding our understanding of the unique needs of the resident with dementia and would be a plus for our residents, their families and our staff.

- We held a successful **Open House and Career Fair** for Nursing recruitment in October 2007. We continue to recognize outstanding NHVH employees with the monthly "Above and Beyond" Award, which is given to staff members who are committed to excellence and superior performance.

- All of our nurses participate in our **LEAP (Learn, Empower, Achieve, Produce) Program**, a national initiative whose premise is that the task-oriented, medical model now used almost exclusively by nursing staffs must be replaced with a model that is person-centered. The LEAP Program also stresses that nurses must communicate more effectively with each other, especially in the care-planning process. Pride in being a gerontological nurse is encouraged. Self esteem in all nurse ranks, especially among certified nursing assistants, is also of high importance.

- **Thomas Heald, MSW**, received the "Champion for Children" Award from the Winnisquam Regional School District in recognition of dedicated service to students, care and concern above and beyond the call of duty, and commitment to excellence in Education as part of our Intergenerational Program. Tom also received Outstanding Social Work Field Instructor Award from the Social Work Department at Plymouth State University for work with two Social Work interns who were placed at NHVH Spring 2008.

- We extend special appreciation to **June Gilbert, Laundry Manager**, and her committee on enhancing the LEDU bathrooms. June has chaired an ad hoc committee that picked out new curtains and wall hangings to make the bathrooms more like "home." The materials have been ordered and are waiting for facility service to install.

- **Community events:** NHVH supported the Alzheimer's Memory Walk 2007 as "Team NHVH," in September 2007 and we participated in Tilton's Old Home Day Parade in June, 2008.

- **Riley, the Home's mascot**, won the Tilton-Northfield Pet Photo Contest by a landslide and had her portrait painted by local artist, Ann O'Leary. Riley's story was featured on WMUR-TV, Channel 9 News and is available on our website at: http://www.nh.gov/veterans/Public_Affairs_docs/Releases/08/04/Riley_story.pdf.



*Alice Brown, the Commandant's Assistant, with Riley,
the Veterans Home mascot.*

New Hampshire Veterans Home

Priorities 2008-2009

- We are anticipating the start of our next **Capital Project** (Energy Management system/Geothermal heating and cooling, asbestos abatement, and facility enhancement) starting in January 2009. This new Capital Project will also redesign nurses' station areas to be less institutional and more home-like. We plan to continue providing **enhancements to the Main Street Project**, including the Great Room/Town Hall.
- Program Development: We will continue our commitment to developing a **Palliative Care and Hospice** program. We will study and respond to increasing needs in our state for the following programs: **Dialysis, Bariatrics, and Respite Care**.
- We hope to encourage **more creativity among residents** by displaying more of their work in gallery settings throughout the Home.
- As part of our Admissions Process we will continue to develop **New Resident and Family Orientation** programs.
- Our **Leadership Team** will continue to create positive strategies for Change Management, firming up existing programs while embarking on new ventures.
- During 2008-2009, we will be continuing to gather ideas and data for our **Master Plan** (planning for the next 20-25 years), keeping the focus on resident-centered care and culture change. We will also be refining the **Strategic Plan's** (1-5 years) goals and objectives to ensure an optimal quality of life for our veterans, foster learning and growth, create a community of trust, and an environment where everyone's contributions are valued.
- In order to complement and support the initiatives of the Master Plan, we anticipate starting a comprehensive **Development program**.
- We will continue working with the Office of Information Technology (OIT) to create a computerized **Electronic Medical Records** system. In addition, staff in our Business Office are receiving regular training in the "**New Hampshire First**" ERP (Enterprise Resource Planning) software. The NH FIRST project will replace the current NH Financial System (NHIFS) and the Government Human Resource System (GHRIS) with an upgraded, integrated; financial accounting, grants and project management, treasury, budgeting, procurement, human resources and payroll system, providing one unified Enterprise Resource Planning (ERP) system. This will provide State agencies with access to the information they need to more efficiently manage their operations and support the State's vision for e-Government.
- We will continue to educate all nurses in the **LEAP (Learn, Empower, Achieve, Produce) Program** and continue recognizing outstanding employees with the monthly "**Above and Beyond**" Award.
- We plan to offer more **Open House/Career Fair** opportunities in the year ahead.
- In the months to come, we will continue the celebration of the **120th anniversary of the partnership** between the federal government and State Veterans Home program.
- We will host a **Candidates Forum** in October, where candidates for local, state, and national positions will have a forum to explain their ideas and answer questions from the veterans' community.
- We will continue to serve as a resource for veterans in New Hampshire, hosting events such as the annual New Hampshire Veterans Home **Motorcycle Poker Run** and the annual **POW-MIA Vigil**.

New Hampshire Veterans Home

139 Winter Street, Tilton, NH 03276

Phone: 603-527-4400 Fax: 603-527-4402

Barry E. Conway, Commandant

Website: www.nh.gov/veterans



The New Hampshire Veterans Home was established in Tilton in 1890 as the Soldier's Home for Civil War veterans. Today, the modern facility is home to over 200 men and women who have served their country and fellow New Hampshire citizens in World War II, Korea, and Vietnam.

NHVVH is the only long term care facility in the Granite State that is dedicated exclusively to veterans.

As a professional health care provider, NHVVH offers a full range of services including residential, medical/dental and nursing care as well as physical/occupational therapy, recreation, and dietetic and social services. Chapel services, exercise groups, arts and crafts, shopping trips, live entertainment and various community outings support residents' quality of life.



NHVVH also offers inter-generational programs and animal-assisted recreational therapy.

Dedicated staff members work in partnership with volunteers from surrounding communities and numerous service organizations to enrich our residents' lives.

In 2004, NHVVH opened the 100-person Life Enhancement Dementia Unit that serves the needs of veterans



who suffer from Alzheimer's and other related memory impairment disorders.

Please contact us if you would like more information or if you are interested in having a tour. We thank you for your interest in the New Hampshire Veterans Home.

